

CONSUMER ALERT

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Wisconsin Department of Agriculture, Trade & Consumer Protection



Medrano Express Fails to Deliver

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MADISON – Medrano Express advertises a “100% guaranteed system” for delivery of packages to Mexico and Central and South America, but consumers and businesses expecting their cargo to reach its recipients may not be guaranteed of anything but a headache.

The Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) has received calls and complaints that the international shipping company has failed to deliver packages to their destinations. Consumers and businesses say that they are unable to reach Medrano Express or locate their goods, and some have spent more than a year attempting to recover shipments and money from the company.

In late July, the Federal Maritime Commission (FMC) revoked the ocean transportation intermediary license of Transporte Medrano, Inc. (d/b/a Medrano Express). According to the FMC, the company is no longer authorized to provide ocean transportation services, and consumers and businesses should not tender cargo to Medrano Express or its agents for the international shipment of goods.

If you are a Medrano Express customer and you are facing issues with international shipment of your cargo, you can file a claim by following the steps listed on the FMC website at

<http://www.fmc.gov/consumer-alert-fmc-revokes-license/>

In addition, you can contact the FMC’s Office of Consumer Affairs and Dispute Resolution Services. They are working to help consumers locate their cargo and assist with the release and/or delivery of the goods. Written requests for assistance should include a copy of the invoice you received from Medrano Express and your contact information. Email or fax your information to complaints@fmc.gov or 202-275-0059.

For additional information, visit the Bureau of Consumer Protection at datcp.wisconsin.gov, send an e-mail to datcp hotline@wisconsin.gov or call the Consumer Protection Hotline toll-free at 1-800-422-7128.

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